



97th

ANNUAL REPORT

of the
Board of Library
Commissioners

COMMONWEALTH OF MASSACHUSETTS

DEC 4 1987

Commonwealth
of Massachusetts

MASSACHUSETTS STATE LIBRARY

Fiscal Year 1986



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Ninety-Seventh Annual Report
of the
Massachusetts Board of Library Commissioners
Commonwealth of Massachusetts

Fiscal Year 1986

July 1, 1985 to June 30, 1986

648 Beacon Street
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Publication of this Document Approved by State Purchasing Agent

Estimated Cost Per Copy \$ _____

700-10-87-810-641

MR
027M3
F85r
1985/86
C.2

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1985-1986

Board of Library Commissioners

Term

1978-1988 **Samuel Sass**, Pittsfield, *Chairman*

1978-1988 **Joan Rosner**, South Hadley, *Vice-Chairman*

1981-1986 **Martha G. Edmondson**, Brookline, *Secretary*

1985-1990 **Dorothy A. Dunn**, Bridgewater, from 9/85

1984-1989 **Timothy Mantalos**, Brockton

1984-1989 **Kevin Moloney**, Boston

1985-1988 **Ann Murphy**, Boston

1984-1988 **William O'Neil**, Worcester

1984-1988 **Solomon Rosenbaum**, Fitchburg

Professional Staff

<i>Director</i>	Roland R. Piggford
<i>Business/Personnel Manager</i>	Irene S. Levitt
<i>Head, Library Development and LSCA Project Director</i>	Robert Dugan
<i>Consultant for the Blind and Physically Handicapped</i>	Sarah K. Person
<i>Consultant for Services to the Unserved</i>	Shelley Quezada
<i>Coordinator, Non-Print Media Services</i>	Louise A. Kanus
<i>Audiovisual Technician</i>	Richard Taplin
<i>Library Information Specialist</i>	Maureen Killoran
<i>Head, Planning and Research</i>	Robert Dugan
<i>Planning and Research Specialist</i>	Mary A. Litterst
<i>Programmer</i>	P. Betty Wei
<i>Coordinator, Library Incentive Grants and Certification</i>	Janet Price
<i>Technical Services Librarian</i>	Saundra J. Haley
<i>Reference Librarian</i>	Brian Donoghue
<i>Consultant for Library Construction</i>	Thomas Ploeg
<i>Federal Program Specialist</i>	Jane Ouder Kirk
<i>Special Projects Consultant</i>	Marcia Shannon

FINANCIAL STATEMENT

COMMONWEALTH OF MASSACHUSETTS IN ACCOUNT WITH
THE BOARD OF LIBRARY COMMISSIONERS

July 1, 1985 - June 30, 1986

Account No. 7000-9101

Appropriation for the Board of Library Commissioners

Personal Services	\$448,769.00
Expenses	199,249.00
TOTAL	\$648,018.00

Expenditures

Personal Services		\$443,784.56
Expenses:		
Travel	14,296.42	
Printing & Advertising	11,357.75	
Office Repairs & Replacements	16,946.00	
Books & Related Materials	18,000.00	
Office & Administrative Expenses	44,336.00	
Equipment	6,349.00	
Rentals	86,787.00	
Expenses sub-total		\$198,072.17
TOTAL		\$641,856.73
Unexpended Balance		\$ 6,161.27

Respectfully submitted,
Roland R. Piggford, Director
Board of Library Commissioners

Financial Statement verified
January 15, 1987
by Edward J. Baldwin
for Ellen M. O'Connor, Comptroller

FISCAL 1986 STATISTICAL SUMMARY

Appropriations and Allotments

State Appropriation for Board Administration	\$ 648,018
State Aid for Regional Public Library Systems	8,760,229
State Aid to Public Libraries	2,869,591
Additional State Aid to Public Libraries	1,500,000
Matching Grant Program for Construction & Renovation of Public Libraries	50,000
Handicapped Ramp at Amesbury Public Library	30,000
State Funds Sub-total	13,857,838
Federal Funds Allotment for LSCA-Title I	1,648,544
Federal Funds Allotment for LSCA-Title II	483,165
Federal Funds Allotment for LSCA-Title III	397,681
Federal Funds Sub-total	2,529,390
Grand Total State and Federal Funds	\$16,387,228

Staff (FTE Positions)

Filled Positions:

Professional	16
Subprofessional and clerical	10
TOTAL	26

Certification Activities

Number

• Professional, on basis of graduation from ALA- accredited library school program	32
• Professional, via exam (no exam during FY86)	0
• Professional, issued on basis of reciprocity	0
• Subprofessional	145
• Provisional Subprofessional	99
• Replacements	1

Total number of certificates issued by Board of Library Commissioners during FY86	297
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Agency Publications

MBLC Notes

7 issues

Bi-monthly newsletter reviewing actions taken at meetings of the Board of Library Commissioners; includes timely announcements and articles of general interest to the Massachusetts library community.

Massachusetts Position Vacancies

10 issues

Monthly listing of professional library and information science positions available in the Commonwealth.

Data for Massachusetts: FY85 Selected Public Library Statistics

A statistical report prepared by the planning and research unit; enables rapid comparison of financial support and activity levels among Massachusetts public libraries.

Data for Massachusetts: FY85 Public Library Personnel Report

Compiled by the planning and research unit to report staffing levels, salaries, education levels and fringe benefit data of Massachusetts public library personnel as of 7/1/85.

Ninety-Fifth Annual Report of the Board of Library Commissioners

Board's Report to the Governor of the Commonwealth.

Long Range Program 1987-1991

A five-year plan for library services in the Commonwealth.



BLC offices in Kenmore Square

State Aid to Public Libraries:

Some History and a Look at the Future

In 1890, the General Court established the Massachusetts Free Public Library Commission as the nation's first state library development agency, and authorized the country's first state aid to local libraries program. This aid was in the form of one hundred dollars worth of books to every town establishing a free public library, appointing a board of trustees, providing a facility and establishing an appropriation of local funds.

This was our humble beginning. This agency, therefore, has been in continuous existence for 96 years, albeit through various name changes and several governmental affiliations. For over two-thirds of that time (1919-1977) the Library Commission's staff constituted a Bureau, sometimes a Division, of the Massachusetts Department of Education. During the 1970s the arrangement became increasingly unsatisfactory as library initiatives and funding proposals became low priority items in the view of the Department of Education. In 1977, we successfully sponsored legislation re-establishing the Board of Library Commissioners as an independent entity. Although the actual effect of this separation from the Department of Education is difficult to measure, this agency, since that time, has had the satisfaction of seeing substantial increases in the state funds it administers for the benefit of the Commonwealth's library users.

Until the early 1950s, we functioned primarily in the area of technical assistance, including advisory visits to local libraries, in-service training for library personnel, and various "hands on" programs to assist local librarians in operational matters. During this period, the agency also pioneered efforts to provide for the needs of special clientele. Most notable, the legislature, in 1913, authorized appointment to the agency's staff of an "agent or secretary to direct educational work for the benefit of the alien population of the Commonwealth" — the nation's first state level consultant on library services to linguistic minorities. Our commitment persists to this day.

The year 1955 marked the beginning of the end of the "hands on," very personal involvement of the agency in matters of local library management. An Administrative Commission studied the needs of libraries within the Commonwealth and transmitted to the legislature the following recommendations: 1) a monetary grant-in-aid to each public library meeting minimum standards established by the Board of Library Commissioners; 2) the strengthening of the Board of Library Commissioners; and 3) the building of regional systems through contractual agreements with existing large public libraries. Within 10 years, all these recommendations were implemented. The Regional Public Library Systems gradually assumed responsibility for assisting public

libraries with their day-to-day operational problems, and the state agency was able to give increased attention to its statewide planning and research role, although it still maintains active consulting roles in such specialties as library construction, automation and networking, and services to clientele with special needs.

The emphasis on cooperative activities that began with the establishment of the regional systems culminated in 1983 in the adoption of the Board's planning document for statewide library networking: *Automated Resource Sharing in Massachusetts*. Since that time, six computer-based networks have been established, involving public, private and academic libraries and directly serving over 2,000,000 people. We are still testing the limits of network participation, but we believe that direct service to as many as 4,000,000 persons is within the realm of possibility.

It may well be that the course of our progress has reached another turning point — an upward reach into new dimensions of state support for library services. *The Library Improvement Act* (its particulars are discussed elsewhere in this report) will, if passed and funded, provide state monies for library construction, local aid based on revenue-raising capability and the cost of serving non-residents, and state funding of a competitive grant program. These are all bold departures from tradition and the mandates of existing statutes.

In 1889, Melvil Dewey, whose name is synonymous with public library development, was able to say, "All nations recognize the United States as leading in the matter of libraries. The United States recognizes the New England states and especially Massachusetts as its head." This is evidence of the historic commitment of our people to public library services. We believe that our legislature will act to preserve and enhance this heritage.

Roland R. Piggford
Director

Legislation for State Aid



A landmark piece of library legislation was filed this year by Senate President William Bulger. It addressed many of the issues and concerns of libraries and librarians throughout the Commonwealth. For years, public libraries had suffered financial neglect. More recently, the effects of Proposition 2½, combined with federal budget cuts, had resulted in understaffed, deteriorating libraries with diminished and aging collections.

Based on a study of the condition of public libraries in Massachusetts by the Senate Ways and Means Committee, this omnibus piece of legislation (**S.1746, An Act to Improve Public Libraries**) contained the following proposals:

- *The establishment of a \$35 million program to support capital improvements to public libraries.*
- *The establishment of a \$5 million competitive grant program to provide seed money for innovative public library projects.*
- *The establishment of a \$3 million Municipal Equalization program, with larger amounts going to municipalities with limited fiscal capacities.*
- *Local Library support required of the recipients of the Library Incentive Grants would be changed to an amount 2½% greater than the average amount appropriated for public libraries in the preceding 3 years.*
- *The provision of \$1.5 million in additional state assistance to public libraries serving a large percentage of non-residents.*
- *The increase of compensation paid to the Boston Public Library for its service as the Library of Last Recourse, from 44.8 cents per capita to 61.3 cents per capita.*

- *The establishment of a \$500,000 program to support the telecommunications costs of automated resource-sharing networks.*
- *The appropriation of \$69,000 in the budget of the Commission for the Blind to pay for costs of the Worcester Talking Book program.*

This historic bill proposed to establish a comprehensive package of state aid totalling \$45 million. Not since the legislature authorized, some 26 years ago, the direct appropriation of state funds for local aid to libraries and library systems had there been such a generous and imaginative initiative.

The proposed legislation was widely acclaimed by the library community. A public hearing on the bill, held in April 1986 before the Joint Committee on State Administration, was heavily attended by library supporters who testified in favor of the legislation. In May, **S.1746** was unanimously approved by the Senate and then sent on to the House Committee on Ways and Means for review during the summer months. As of the close of fiscal year 1986, the library community remained optimistic and hopeful about the prospects of this remarkable legislation.

Agency Budget

Early in July the Governor signed into law the Commonwealth's budget for fiscal year 1986. Contained in that budget was an increase of \$220,000 for the administration of the Board of Library Commissioners. Great relief accompanied the signing since it meant that a severe crisis in the agency had been narrowly averted. Recent changes in federal regulations had limited the amount of federal money that could be spent for administrative purposes. Without the additional \$220,000 in state funds, the agency's staff would have been decimated and several programs dropped. A generous outpouring of support from all sectors of the library community was forthcoming and that certainly made all the difference. The agency could now face the new fiscal year with a full complement of staff and continue the responsible administration of state and federal funds entrusted to its care.



Roland Piggford, Maureen Killoran, Senate President William Bulger, Susan Flannery

Fiscal Planning and Systems Development

Automation

Fiscal Year 1986 was the second full year of implementing the state's *Automated Resource Sharing Plan* approved by the Board in August 1983. With the Statewide Advisory Council on Libraries completing two LSCA grant rounds, there was considerable activity with automation projects.

Four of the existing clusters received funding for expansion. The North of Boston Library Exchange (NOBLE) and the Merrimack Valley Library Consortium (MVLV) received funds to expand the storage capabilities of their central site. The Old Colony Library Network (OCLN) was awarded funds to expand its cluster to include five more libraries, bringing total cluster membership to twenty-one public libraries. C/W MARS, the multitype cluster in central and western Massachusetts, received funding to begin implementation of a Public Access Catalog.

Two grants were awarded to facilitate inter-cluster cooperation. All the clusters participated in an experiment with toll-free telephone lines to facilitate inter-cluster telecommunications by removing the long distance cost barrier. The grant paid for central site hardware, telecommunication costs, a telecommunications study by an outside consultant, and the preparation of a manual to assist librarians with inter-cluster telecommunication procedures. The three Eastern Region clusters using CL Systems, Inc. systems received a Title I/III grant to expand their brief non-MARC bibliographic records into the full MARC format. It has been decided that the MARC format will be the bibliographic standard for inter-system communications.

Two new clusters were established. The Boston Public Library sponsored a cluster of six public libraries (Boston, Brookline,

Cambridge, Chelsea, Malden and Newton). During the planning, cluster members designated Boston as the central site. Another cluster established in Boston included academic and special library members of the Fenway Library Consortium. Referred to as F.L. Olmsted (FLO), this eight-to-eleven member cluster is planning to share the computer room of the library system at Tufts University.

While two clusters were under development, three resource-sharing planning grants were getting underway. The Southeastern Massachusetts Cooperating Libraries (SMCL) planning process was considering libraries of all types from the South Shore to Cape Cod. Public libraries in the New Bedford subregion and on Cape Cod began studies which would lead to the development of geographically-based automated resource-sharing clusters in the very near future.

Finally, the effort to develop automated consortia union list of serials continued. SMCL's ongoing project was expanded to include newspapers and other rare serials from the New Bedford area. Cooperating Libraries of Greater Springfield (CLGS) was awarded funds to transfer and convert its existing machine-readable database onto NELINET's New England Union List of Serials system.

During the course of the year, Chapter 506 of the Acts of 1986 was signed into law, becoming Chapter 78, Section 19F (MGL). It allows non-public libraries to contract with the regional public library systems to acquire services. This legislative initiative was a recommendation from the *Automation Plan* and was designed to expand the region's document delivery system to include non-public libraries.

Network Advisory Committee

The agendas of the Network Advisory Committee (NAC) in fiscal year 1986 focused on LSCA Title III as outlined in the *Long Range Program* and on planning the revision of *Automated Resource Sharing in Massachusetts: A Plan*.

Pursuing their stated objective to "analyze the state's needs for the development and maintenance of links with state and national resource-sharing systems," NAC members lent their expertise to the various task groups working on the new *Long Range Program*. The full NAC membership reacted to the first draft of the Title III section — Interlibrary Cooperation and Resource Sharing — at its October 1985 meeting.

One of the tasks in the *LRP* (approved in April 1986) is to update and revise the state

automation plan. The NAC set up a process and a timetable for accomplishing this. Task groups and a coordinating committee were formed. Six "town meetings" were held statewide for the library community to give input to the *Plan* revision. This project should see completion in 1987.

In addition to working on the *LRP*, the NAC presented two timely and informative educational programs at its meetings during the year: 1) an electronic mail/teleconferencing demonstration by MEDLINK of its online ILL service and the services offered by ALANET; and 2) a panel discussion entitled "Network Management: The Art of Consensus Building" presented by NAC's Education and Current Awareness committee.



Jane Ouderkirk

FY1986 Library Incentive Grant Program

Statistical Summary

General Information

- 351 Cities and towns in the Commonwealth.
- 5 Ineligible to apply: 4 do not have a public library in operation, 1 does not have municipal funds for public library service.
- 346 Eligible to apply for Library Incentive Grants
- 32 Have not filed applications for grants.

Applications Filed with BLC

- 314 Applied for grants during FY1986.
- 3 Denied grants by BLC.
- 311 Certified and awarded grants.
 - 298 Awarded on basis of meeting all statutes and regulations.
 - 13 Awarded grants after special review by BLC.

Financial Statement

- \$2,869,591 FY1986 Appropriation to BLC Account (7000-9501)
- \$2,833,880 FY1986 Expenditure.

Disbursement to Cities and Towns

- \$2,759,636 Payments to 251 cities/towns with over 2,500 population.
- \$ 74,244 Payments to 60 towns with under 2,500 population.

Unexpended Balance In Account 7000-9501

- \$ 35,711 Total unexpended amount.

13 Municipalities Requiring Special Review by BLC

- 7 Hours open regulation (within 90% of meeting regulation)
- 1 Hours open regulation (pro-rated grant)
- 1 Personnel regulation (acting director's appointment)
- 2 Personnel regulation for library director (education)
- 1 Personnel, books/periodicals, and nonresident borrowing privileges regulations
- 1 Books/periodicals regulation

3 Municipalities Denied Grants Based on Non-Compliance

- 3 Personnel regulation for library director

Library Development

The Federal Program

The staff and the Statewide Advisory Council on Libraries (SACL) were kept extremely busy this year planning and implementing the federal program funded by the Library Services and Construction Act (LSCA). Two grant rounds were conducted, and a new *Long Range Program* was completed. The SACL met formally six times during FY1986. They reviewed grant proposals and developed recommendations for the annual programs for fiscal years 1986 and 1987.

The federal program officer for Massachusetts paid a 3-day visit to the state and was able to see the computer-based literacy project in Southbridge, the Portuguese library in New Bedford, the Minuteman Library Network operating in Framingham, and the Regional Library for the Blind and Physically Handicapped in Watertown. She also visited a meeting of one of the task groups working on the revision of the *Long Range Program*. Upon her return to Washington, D.C., the program officer wrote a very complimentary letter to the director expressing her satisfaction with the conduct of the LSCA program in Massachusetts.

The Long Range Program 1987-1991

The re-authorization of the Library Services and Construction Act in late 1984 required the complete revision of the state's five-year *Long Range Program* for libraries. The process began in early 1985 and went into full swing during fiscal 1986.

Five task groups composed of members of the library community, SACL members and BLC staff were established to work on

the several aspects of the program. The list below delineates the topics considered by the five task groups in relation to library services:

- Group 1: Literacy; limited-English-speaking populations; disadvantaged users; information and referral centers
- Group 2: Service to the institutionalized, the blind and physically handicapped, and the elderly
- Group 3: Public library facilities
- Group 4: Section A - MURLS; strengthening metropolitan libraries
Section B - Interlibrary cooperation and resource-sharing
- Group 5: Policies and procedures related to LSCA program operations; development of measures of adequacy

A Coordinating Committee composed of task group chairmen, with representation from SACL, BLC staff and the Commissioners, met to oversee the work of the task groups. Additional meetings were held to solicit input and reaction from the regional library systems and metropolitan libraries.

Five informational meetings were held throughout the state when the first draft of the *Long Range Program (LRP)* had been mailed out to all libraries. The responses gathered at these meetings were considered at a retreat held at the University of Massachusetts in Amherst in December. The second draft of the *LRP* was prepared during the retreat. Libraries were mailed the second draft and again invited to react. A final proposed draft incorporated these

responses together with those of the federal program officer. The Board of Library Commissioners approved the final document in April 1986. The program plan covers the period from 1987 to 1991.

The *Long Range Program* represents a significant effort to re-define and direct library services in the Commonwealth. It was designed to become the blueprint for improving library services throughout the state in all types of libraries and for all of our residents. Specific sub-goals and objectives for each LSCA-targeted program

“To provide every resident of Massachusetts with equal opportunity of access to that part of the total information resource which will satisfy individual educational, working, cultural and leisure time needs and interests, regardless of individual location, social or physical condition, or level of intellectual achievement.”

— Goal of Long Range Program 1987-1991

area and user group were developed. Libraries planning to submit proposals for LSCA funding would be able to correlate local library needs with the specific areas of the *LRP*. Additionally, all LSCA procedures were updated and included in the *LRP* so that applicants would know exactly what to expect from the SACL during the grant process. With the completion of this single document, librarians now have a source for identifying the state's needs and correlating them with local needs identified through assessments. They can develop needs statements, goals and objectives from the *Program's* numerous target areas, and participate in a grant round with a clear

understanding of procedures and schedules. Although the *LRP* was developed to meet the statutory requirements of LSCA, the result was a planning document that would allow Massachusetts librarians to see where the state library administrative agency was headed, and how it was going to get there.

Metropolitan Library Development

As a result of requirements in federally revised LSCA regulations that put greater emphasis on metropolitan libraries, the Metropolitan Library Development Committee was formed. The *Long Range Program* included a section on strengthening metropolitan libraries and called for the establishment of such a committee to 1) develop a needs assessment model and planning tool similar in format to *Options for Small Libraries*, and 2) to determine the criteria to be used for designation as a metropolitan library.

Several committee members attended the Public Library Association (PLA) conference in St. Louis to determine the necessity of creating a needs assessment model specifically for Massachusetts in light of the PLA's new *Public Library Development Program* (PLDP). The PLDP is a project intended to design tools for planning and evaluating public library services. By the spring of 1987 the guides would be available offering a unified approach to planning, role setting, measurement, and the development of comparable library data.

After some discussion, the Committee opted to participate in the PLDP rather than initiate a separate process for Massachusetts libraries. Implementation of the needs assessment/planning tool will provide the data necessary for local library planning and development as well as the statewide comparative information required to identify issues and needs common to all Massachusetts metropolitan libraries.

Public Library Construction

Interest in improving or constructing new library facilities has remained strong in the state this year. Several building projects reached completion, bringing to a satisfying conclusion years of painstaking planning. Milford, Sandwich and Holyoke, each funded in part by the LSCA Title II program, saw the impact that newly constructed facilities can make on library services in a community.

Milford opened a new library, replacing with 25,000 square feet of space an old library which had 2500 square feet. The new facility has a separate children's room, a young adult area, a central reference/information desk and a program area. Early statistics indicate a dramatic increase in library usage as well as a substantial increase in municipal budgetary support.

Sandwich was provided with an expanded and more usable building having an exciting children's area. And Holyoke finished its handicapped access project. It now offers residents basic accessibility, including a new entrance, an elevator, rest rooms and a community meeting room.

A new round of LSCA-funded construction and renovation projects began in the communities of Bourne, Salem and Wayland. Ground-breakings were occurring by the end of the fiscal year.

Several FY 1986 projects on a provisional status were activated during the year. These included Mashpee, Fall River, Ashburnham, Franklin and Springfield.

Some communities — Norfolk, Ipswich and Barnstable — completed major additions to their library facilities without the assistance of LSCA funding.

All of the construction projects experienced some delays for a variety of reasons, including faulty bonds, high bids, zoning appeals and the redesign of sewage systems. Each of these projects, and a number of others that are being implemented without LSCA funding,

continues to develop new wrinkles in the saga of how to implement a library construction project. Local librarians, boards of trustees and building committees must be commended for their persistence as they strive to improve the library buildings in their communities.

During the last quarter of the fiscal year, the library community was surprised and elated, to say the least, by the introduction of **S. 1746** in the state Senate, a bill that would provide \$35 million to municipalities for major improvements, construction and renovation of library buildings. By year's end, the bill was still making its way through the legislature. It has had, meanwhile, a major impact on activity related to planning library construction projects, resulting in considerable interaction with BLC staff for the distribution of information and advice. The regional systems' staffs have also been of assistance in advising libraries on the development of construction projects.

The occasion of new library service coming to a town was cause for celebration in Millville in June. The credit for the creation of library service in this community belongs to a group of dedicated trustees who stimulated lots of hard work by the community. It is a success story that involved many state, regional and local agencies, including the regional vocational school and the Central Massachusetts Regional Library System. Monies from the LSCA Title I program, the Commonwealth, the Town of Millville and many generous gifts hastened the development of this library.

Great strides were made this year in the improvement of library facilities within the Commonwealth. Indications are that next year may be even more hectic!

Services to Special Populations

As part of the work of the *Long Range Program*, a group of librarians and service providers interested in service to special populations convened to attack the task of developing objectives and action steps to improve service to various ethnic, minority, and disadvantaged groups.

Three objectives guided BLC activities during the year: 1) to increase by three the number of library-based literacy programs, 2) to work for the development of a statewide Coalition for Literacy, and 3) to focus on improved library outreach to Hispanics and Southeast Asians, groups identified as being most in need of services and programs.

Three basic literacy and English as a Second Language (ESL) programs were begun this year. In addition, the idea took root that cable television could be used to teach some basic reading skills. This led directly to the need for conferring with a variety of experts and interested parties as to the feasibility of using television or video to teach and/or motivate illiterate adults. With the cooperation of the Massachusetts Corporation for Educational Telecommunications, a statewide teleconference was arranged and conducted in early June.

A panel of literacy experts, teachers of adult education, adult students and reading tutors all participated in the teleconference from four different sites. The consensus was that television could certainly teach some basic reading skills and could very definitely increase awareness of the need to do something about illiteracy. Both the general public and non-readers themselves could be motivated. The potential for further exploration in this area is an exciting prospect which staff will undoubtedly pursue in the coming months.

The agency participated actively, through its staff consultant, in successfully establishing a statewide adult literacy coalition to work on coordination of the programs and services of many agencies. Funding for a toll-free number for the public was sought and achieved.

Other literacy activities included the coordination of a workshop which united current libraries providing tutoring services and programs with libraries interested in beginning such programs. The success of this workshop was marked by five libraries submitting requests to develop literacy projects in both the state and federal grant rounds.

In anticipation of a projected U.S. Department of Education Title VI grant round for literacy, a grant-writing workshop was held for interested participants. Five Massachusetts libraries wrote proposals and all were successfully funded for the coming year. The BLC consultant served as a reader (of proposals from other states) for this LSCA Title VI grant round.

Outreach to the limited-English-speaking took the form of two major workshops for librarians in the Eastern Region and at the Massachusetts Library Association's mid-winter meeting. Specifically targeted was the development of services and programs for the Southeast Asian community. During the previous year, two libraries had received LSCA funding to develop specific ESL programs for this group; their experience was invaluable to those attending these workshops.

Library service to prison inmates was studied this year by the JAILS project (Joint Assessment of Institution Library Services). This project brought in an outside consultant to provide a thorough overview of the delivery of library services within the Department of Correction (DOC). Part of this project involved the coordination of several valuable task force meetings. The project is well on its way to being completed and has already proved to have

a favorable impact on the delivery of library services to inmates.

DOC librarians gained greater visibility in the larger library community when the BLC, together with the DOC's coordinator of library services, offered a workshop at the annual meeting of the Massachusetts Library Association. The program provided a forum for institution librarians to discuss and share the problems and rewards of library service behind prison walls.

From a needs assessment conducted by the consultant in the previous year, it was evident that two institutions in particular had large Hispanic populations. In an effort to address the lack of programs and services, the BLC consultant coordinated a special project to bring an Hispanic teacher with some background in prison work into one of these prisons to present a series of informational programs on Spanish culture and literature to the inmates. These programs will provide a model for an LSCA project proposal soon to be submitted by the Department of Correction.

Service to the Disabled

Access Centers

One of the most familiar initiatives to come out of the BLC's program for the disabled is the Access Center. A recent survey yielded results that may well apply to all types of projects for patrons with disabilities. After four years of operation, Access Center librarians were asked to report on circulation of project-related materials, use of equipment, programming, staffing and reference. The purpose was to evaluate the continuity of the Access Center program. Six of the eight Centers reported that they were functioning at levels the same or higher than levels recorded at the end of their grant years. Their responses gave a rough idea of what works, what doesn't and why.

Access Centers appear to fit better in public libraries where there is a "catcher" rather than a "pitcher" approach to collection development. Libraries that maintain special collections, or see themselves as the "people's university" for their communities, are more likely to accept and plan strategies to deal with the low rate of use for special materials. Access Centers also need a clear and longstanding commitment on the part of the library director and Board of Trustees to nonresident services in order to sustain themselves through fiscal crises. In addition, Centers need a staff person assigned to coordinate library services to the disabled. This kind of service often requires special knowledge, sensitivity and marketing ability to keep the concept alive for both the public and staff. Finally, consumers of the service that meet regularly at the library are fairly effective as public relations; they keep the staff aware of the needs of the disabled.

Access Centers do not work as well where there have been significant staff changes. Centers are especially vulnerable to high staff turnover rates or changes in directors. Also, when libraries measure program success solely by estimating "walk-in" business, they are more likely to miss other evidence, such as telephone inquiries, loans through third parties, user satisfaction with materials and programs, etc. If the staff does not perceive disabled programs as successful, it is less likely to expend effort on maintaining these activities.

Following this review of Access Centers, there will be a statewide survey of library resources for disabled persons. This will be administered to all public, academic and institutional libraries during the summer of 1986. The survey will update information about current materials, equipment and resources at libraries and give the BLC an opportunity to compare the growth in availability of these resources over the past ten years.



Sarah Person

Information Dissemination; Planning

A number of site accessibility visits were made this year, among them the University of Lowell's O'Leary Library, the Massachusetts Treatment Center and the Boston Public Library. These surveys examined architectural and program accessibility features and made specific recommendations for improvements.

Over the course of the year, the staff consultant delivered a number of talks and organized programs on administering library services for the disabled public. A panel discussion and demonstration at the Massachusetts Library Association's annual conference introduced librarians to the issues confronted by disabled persons trying to use their libraries. A consortium of government librarians was informed on how to make their libraries more available to the disabled public. Participation on a panel regarding job discrimination and an equipment demonstration for an Access Center library completed this round of activities.

Two major planning efforts occupied center stage this year, the most important one being the development of the agency's *Long Range Program*. One of the five task groups devoted its energies to planning for library services for the disabled, the blind and physically handicapped, and the institutionalized. The second planning effort arose from a statewide federation of agencies which serve the visually impaired; it generated a comprehensive agenda for improvements in education, employment, information and media access, evaluation and treatment programs in agencies and organizations.

Eight federal grant projects — three for the disabled, three for the certified blind and physically handicapped, and two for those living in mental health facilities — were monitored in this fiscal year.

Mental Health and Public Health Libraries

The Department of Mental Health (DMH) librarians initiated and carried out two major departmental reviews during 1985-1986. During the summer and fall of 1985, eight of the twelve institutions with client libraries submitted annual reports on library activities which were compiled and analyzed by the BLC consultant. The raw data was converted into standard output measures to give librarians an idea of the rate and kind of use their collections were receiving from hospital and school clientele. A preliminary comparison with figures available from single-branch public libraries at the time revealed the startling information that in some areas institutional libraries were being used at a rate twenty times that of public libraries. The annual reports formed the basis for a second project which took place over the winter and spring of 1986. "Serving Special Needs: DMH Client Libraries in Massachusetts" is the title of a report to the Commissioner of Mental Health on the status of these libraries. The report illustrated the role of client libraries in the

overall treatment plan of the system, the reasons why libraries did not fulfill their potential, and specific recommendations for improvement.

Of the two LSCA grant projects conducted by DMH libraries, one served as a pilot for using computer programs to aid reading and communication skills of the developmentally delayed; the second served as a model for joint public library/state institutional library development.

Finally, Department of Public Health librarians were assisted in their first major planning venture for the system-wide development of patients' libraries in hospitals. Planning meetings were held which included participants from a number of different hospital patients' services. These meetings will form the basis of a plan for improving library services for patients in the public health system.

Non-Print Media Services

Actively working to assist librarians in the introduction and use of new audio-visual technologies in their libraries, the non-print media unit staff made a number of presentations this year at several library association meetings as well as at sub-regional and individual library meetings. Topics included audio-visual equipment, use of cable TV, videocassette collections, and training in basic videotaping techniques. Further information on these and other AV topics was disseminated via regular "AV Memo" columns in the agency newsletter *MBLC Notes*.

The Massachusetts Library Association's public relations program — Swap 'n Shop — was an opportunity for staff to talk to librarians and demonstrate how other libraries are successfully using video and cable TV to extend and promote library services. A sampler of library-produced tapes was assembled for this purpose.

At the annual spring conference of the Media Section of the New England Library Association, staff actively participated in the planning and presentation of a comprehensive program on spoken-word audiocassettes, a non-print media format that is currently burgeoning.

Humanities Programming

The BLC works in the library community to facilitate projects and programs that benefit public libraries. One such project, co-sponsored with MLA, was the "Let's Talk About It" series, funded by the National Endowment for the Humanities through ALA. Series of theme-related book discussion programs were set up in ten libraries. BLC staff assisted in the design and implementation of the Massachusetts program. The success of this popular series led to the submission of a second-year proposal that would expand the program and carry it into institutional library settings as well.

Trustee Handbook

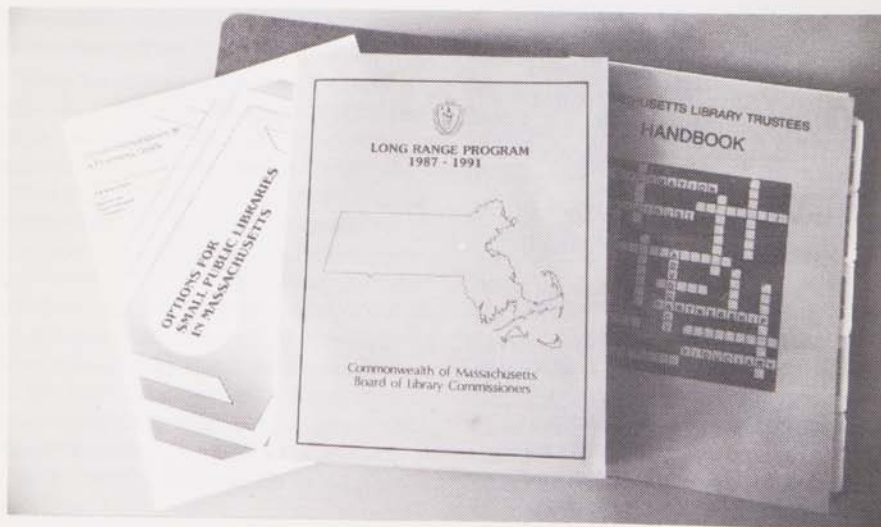
Work on the revision of the *Massachusetts Library Trustees Handbook*, begun in June 1985, was completed and sent off to the printer in June of 1986. The new handbook is designed as a reference for trustees and library staff concerning trustee responsibilities. Its goal is to spark enthusiasm for the challenging and rewarding task of library governance and to lead library trustees to consult other resources. The handbook was prepared by the BLC's trustee liaison in cooperation with the Handbook Revision Committee appointed by the Board of Directors of the Massachusetts Library Trustees Association (MLTA). It will be used often in the coming years in conjunction with trustee education programs and workshops sponsored jointly by the BLC, the regional systems and other library organizations.

Continuing Education for Trustees

At the annual conference of the Massachusetts Library Association (MLA) in May, a panel discussion jointly sponsored by MLTA and the BLC was presented. Bringing together a municipal official, a library trustee and a library director, this workshop explored the duties and responsibilities of trustees and identified methods and procedures to aid in the clarification of the trustee role.

Friends of the Library

Friends of the Library organizations continue to be formed with the active support of the BLC staff. To aid these groups in the process of re-organizing, the staff's liaison to Friends groups revised the brochure entitled *Governing Friends Groups in Massachusetts* and prepared guidelines for obtaining incorporation and tax-exempt status. Recent statistics gathered by the BLC were used to create a computer-generated graph which suggests that libraries with Friends groups tend to have higher municipal *per capita* appropriations than those without Friends organizations.



Options for Small Libraries Report, Long Range Program, Trustee Handbook

Small Libraries

Options for Small Libraries Report

The first copies of *Options for Small Libraries: Recommendations and a Planning Guide* were presented to the Board of Library Commissioners in October 1985. The report was the result of an LSCA-funded study focusing on the choices a small library has in the delivery of services to the community, the role it should play, and its relationship with other libraries.

The report identifies ten basic elements in the delivery of library services and provides a full description of nine possible roles for a small public library along with the critical success factors for their implementation. It introduces a modified planning guide outlining the elements necessary in the planning process. A role prioritization exercise is presented to aid in the clarification of the particular role or roles a library should play.

The work of the Options committee has focused attention on the importance of planning for libraries of all sizes. It emphasizes the necessary measures which every public library should take to plan intelligently for future development.

Staff Visits

In an attempt to encourage and/or strengthen participation of libraries in the state aid program, BLC staff members made a series of visits to some small libraries throughout the state. These visits provided library staffs and trustees with the opportunity to ask questions about state aid requirements as they related to specific community issues. In turn, agency staff were able to introduce the concept of library planning, using the *Options for Small Libraries* report, and to explain the various regional and state agency services available to them.

The Professional and Reference Library

The process of evaluation and development of both the library collection and library procedures which began in FY85 continued throughout this year.

The staff librarians, with the assistance of the Agency's Library Committee, reviewed all aspects of the library's operations with a focus on procedures. Many hours were devoted to developing revised policy and procedure statements for functions such as collection development, technical services, and the circulation of materials.

The most exciting event of the year was the incorporation of the Professional Library's collection into a computer-based, cooperative network, The North of Boston Library Exchange (NOBLE). Participation in this network comprised of 24 public and academic libraries will allow us to circulate materials via an automated system, have rapid access to the collection of other NOBLE libraries, and make our holdings available "online" within NOBLE and other cooperative networks in Eastern Massachusetts.

Preparing the library collection to go "online" was a formidable task. Each book in the collection received a bar-code label. An inventory of the collection was undertaken in order to verify the accuracy of our shelf-list records and, finally, each holding record was entered into the NOBLE database. The bar-coding project began in February, 1986 and was completed four months later. Data-entry began in May with a possible completion date of October, 1986. Although a time-consuming task, the process of "data conversion" has had the beneficial result of allowing us to further review the collection and to make improvements in the quality of holding records.

Statistical measures showed that the Professional Library experienced another active year. Book acquisitions, circulation of materials, ILL requests, and reference inquiries continued at an active pace. It is

noteworthy that our circulation statistics have remained constant over the past two years despite a reduction in the size of the library collection by over 40%.

The coming year promises to be a busy one. We are anticipating the completion of the data entry phase of our conversion project by the late Fall of 1986. Online circulation should begin in January, 1987. In conjunction with the Library Committee, several projects are being planned for the coming year including the development of methods of measuring in-house use of the library collection, improving the routing of periodicals, automating certain aspects of the acquisitions procedures, and updating the library's information files.

Committees

Representatives from all types of libraries and user groups served on various standing and *ad hoc* advisory committees established by the Board. They provided insight and assistance with matters concerning the improvement of library services in the state. Their efforts deserve recognition and appreciation.

Statewide Advisory Council on Libraries

<i>Members</i>	<i>Representing</i>
Richard Gladstone, <i>Chairman</i> to 3/4/86, Methuen	Users
Sandra Souza, <i>Chairman</i> , from 3/4/86, Massachusetts Department of Correction	Institution Libraries
Paula Polk, to 12/85 Worcester	School Libraries
Vivian Robb, from 1/86 New Bedford High School	School Libraries
Brenda Gadson Ashland	Disadvantaged Users
Bonnie Isman Jones Library, Amherst	Public Libraries
Lisa Dagdigian Harvard Public Library	Public Libraries
Gary Glenn Cambridge	Users
Patricia Kirk Regional Library for the Blind and Physically Handicapped	Libraries Serving the Handicapped
Judith Weinberg Foster Ingalls, Quinn & Johnson	Special Libraries
Colin McKirdy, to 12/85 Tufts University	Academic Libraries
Tamson Ely, from 1/86 Springfield Technical Community College	Academic Libraries
Anne O'Brien, from 1/86 Samuel S. Pollard Memorial Library, Lowell	Public Libraries
Richard Ferguson, Jr., to 12/85 Wellesley	Users
David Rosen, from 1/86 Jamaica Plain	Users

Network Advisory Committee

Marge Fischer, <i>Chairman</i>	Central Mass. Regional Library System/ Automation Committee
Sharon St. Hilaire	Automated Bristol Library Exchange
Karin Begg	Association of College & Research Libraries/New England Chapter
Julie Brown	Boston University Libraries
Frank Granenz	Boston Area Music Libraries
John D. J. Slinn	Boston College Libraries
Barbara McNamara	Boston Theological Institute
Ann Schaffner	Boston Library Consortium
Liam Kelly	Boston Public Library Cataloguing Utility
Linda Wright	Bridgewater's Information Network Center
David Sheehan	Central/Western Massachusetts Automated Resource Sharing Cape & Islands Inter-Library Association
Donald Dunn	Cooperating Libraries of Greater Springfield
Margo Crist	Central Mass. Regional Library System
John Moak	Essex County Cooperating Libraries
Mary A. Heneghan	Eastern Mass. Regional Library System
Beverley Simmons	Eastern Mass. Regional Library System/Automation Committee
Artemis Kirk	Fenway Library Consortium
Dale Flecker	Harvard University Library
Vincent Piccolo	Massachusetts Association for Educational Media
Catherine Moore	Massachusetts Health Sciences Library Network
Benjamin Hopkins	Massachusetts Conference of Chief Librarians of Public Higher Education Institutions
Jenny McGee	MEDLINK
Howard Curtis	Merrimack Inter-Library Cooperative
Sylvia McDowell	MIT Libraries
Monica Grace	Massachusetts Library Association
Kathy Glick-Weil	Minuteman Library Network Merrimack Valley Library Consortium
Anne Johnsen	Northeast Consortium of Colleges & Universities in Massachusetts
Laima Mockus	NELINET, Inc.
Andrea Shirley	Newton Free Library
Sharon Gilley	North of Boston Library Exchange
Ann Chaney	Old Colony Library Network Statewide Advisory Council on Libraries
Ann Wolpert	Special Libraries Association
William Boyle	Southeastern Mass. Cooperating Libraries
Rosanna Kowalewski	University of Lowell Libraries
Donald Morton	Worcester Area Cooperating Libraries
Sister Olivia Kidney	Wellesley-Lexington Area Cooperating Libraries
Bruce Baker	Western Mass. Regional Library System
Constance Clancy	Western Mass. Regional Library System/Automation Committee

Metropolitan Library Development Committee

Arthur Kissner, <i>chairman</i>	Fitchburg Public Library
James Fish, <i>vice-chairman</i>	Springfield City Library
Mary Heneghan, <i>vice-chairman</i>	Eastern Massachusetts Regional Library System
Michael Baron	Chicopee Public Library
Joseph Dionne	Lawrence Public Library
Robert Dugan	BLC Staff
Christine Kardokas	Worcester Public Library
Alice Mulready	Tufts Library, Weymouth
Anne O'Brien	Pollard Memorial Library, Lowell
Jane Ouderkirk	BLC Staff
Anne Reynolds	Wellesley Free Library
Virginia Tashjian	Newton Free Library
Warren Watson	Thomas Crane Public Library, Quincy
Ernest Webby	Brockton Public Library

Long Range Program Coordinating Committee

The following members chaired the five task groups that worked on the *Long Range Program*. Thanks are due also to the many members of the library community who served on the task groups. They include librarians, library users, and SACL members in addition to BLC staff. Their names may be found in the pages of the *Long Range Program*.

Richard Gladstone, SACL Chairman	Chairman
Anne B. Murphy, Commissioner	
Nan Becker, Memorial Hall Library, Andover	Group 1 Chairman
Cynthia Doctoroff, Mass. Mental Health Ctr.	Group 2 Chairman
Barbara Nelson Fish, Springfield	Group 3 Chairman
James Fish, Springfield City Library	Group 4 Chairman
Mary A. Heneghan, Eastern Regional System	Group 5 Chairman
Robert Dugan, BLC Staff	
Jane Ouderkirk, BLC Staff	
Thomas Ploeg, BLC Staff	

The Staff and Professional Affiliations

In addition to the agency duties and often in conjunction with them, members of the staff have worked actively in a number of professional organizations at state, regional and national levels. Serving in FY86 as officers and/or members of committees were:

Brian Donoghue, Secretary, MLA Adult Services Roundtable; Co-Chairman, MLA Conference Committee.

Robert Dugan, Member, Boston Computer Society; member, Financial Management Committee of LAMA (ALA).

Saundra Haley, Member, By-laws Committee of Massachusetts Black Librarians Network; member, Steering Committee, NOBLE Technical Services Group.

Louise Kanus, Member, NELA Media Section; member, State Audiovisual Contract Committee; member, MLA Public Relations Committee; BLC liaison to executive board of Massachusetts Association for Educational Media; reviewer for *School Library Journal*; Advisory Council for "Let's Talk About It"; Scholarship Committee Chairman, Massachusetts Library Aid Association.

Maureen Killoran, Member, MLA Legislative Committee.

Irene Levitt, MLA Exhibit Committee; member, ALA: Planning Committee of ASCLA/SLAS; Economic Status and Staff Welfare Committee of LAMA/PAS; Supervisory Skills committee of LAMA/PAS.

Mary Litterst, Member, Program Committee of the Special Library Association, Boston Chapter; member, Intellectual Freedom Committee of MLA.

Jane Ouderkirk, Member, Boston Computer Society; member, ALA: ASCLA, LAMA, LITA, and PLA.

Sarah Person, Member, Massachusetts Health Sciences Library Network; member, Massachusetts Federation of Agencies Serving the Visually Handicapped, Information and Media Committee; member, Board of Regional Library for the Blind and Physically Handicapped.

Roland Piggford, Member, Board of Directors of the Northeast Document Conservation Center; Executive Board of the Regional Library for the Blind and Physically Handicapped; member, Council of State Library Agencies in the Northeast.

Shelley Quezada, Member, MLA Program Committee; Advisory Board, Collaborations for Literacy; reviewer for *Booklist*, *Lector* and *Hornbook*; Board of Governors, Massachusetts Coalition for Adult Literacy.

Richard Taplin, Member, State Audiovisual Contract Committee.

